

UnitedHealthcare Group Medicare Advantage (PPO) plan

Quick reference guide for network providers



UnitedHealthcare Provider Portal

- Access patient- and practice-specific information 24/7 using the UnitedHealthcare Provider Portal. You can complete tasks online, get updates on claims, reconsiderations and appeals, submit prior authorization requests and check eligibility – all at no cost and without calling. Learn more at UHCprovider.com/portal.
- To access the portal, go to UHCprovider.com > Sign In. If you aren't registered yet, visit UHCprovider.com/access to set up a One Healthcare ID and get started.



Claims submission

Electronic claims:

- UnitedHealthcare Provider Portal: To access the portal, go to UHCprovider.com > Sign In
- Electronic Data Interchange (EDI): Use Payer ID 87726. Learn more at UHCprovider.com/edi.

Paper claims: Mail claims to the address on the member ID card.



Behavioral health

Refer to the member's ID card for information about the mental health provider network.



Care coordination

Prior authorization is required for certain services based on the member's benefit plan. Please refer to the member's ID card for the Care Coordination phone number.



UnitedHealthcare Vision

Most UnitedHealthcare Group Medicare Advantage PPO plans utilize the UnitedHealthcare medical benefit through UnitedHealthcare for vision services and **not** UnitedHealthcare Vision. To verify eligibility and benefits, be sure to check with UnitedHealthcare Medical first by using the [UnitedHealthcare Provider Portal](https://UHCprovider.com/portal).



Prescriptions

Home delivery pharmacy

Phone: 800-791-7658

Fax: 800-491-7997

Prior authorization

Phone: 800-711-4555

- You can also submit an electronic prior authorization request at professionals.optumrx.com

ePrescribe

- The fastest and most convenient method to send prescriptions to us. Add the Optum Rx® profile to your electronic medical record (EMR) system.



Sample member ID card

		Customer Service Hours: Mon - Fri 8 am - 8 pm Printed: 10/28/2024	
Health Plan (80840): 911-87726-04 Member ID: 999999999-00 Group Number: 99999		For Members Website: retiree.uhc.com Customer Service: 1-800-457-8506 TTY 711	
Member: SAMPLE A MEMBER		Behavioral Health: 1-800-453-8440 TTY 711	
Payer ID: 87726 EMPLOYER GROUP NAME 		For Providers UHCprovider.com 1-877-842-3210 Medical Claim Address: P.O. Box 31362, Salt Lake City, UT 84131-0362	
Copay: PCP \$10 ER \$50 Spec \$20		UHC For Pharmacists 1-877-889-6510 Pharmacy Claims OptumRx P.O. Box 650287, Dallas, TX 75265-0287	
H1537-801-000 UnitedHealthcare Group Medicare Advantage (PPO) Plan pays up to Medicare Limiting Charges.			

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.

2025 plan overview

Referrals are not required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
UnitedHealthcare Group Medicare Advantage (PPO)	National service area - available in all counties	<ul style="list-style-type: none"> • H2001, PBP 801-899 • H1537, PBP 801-899 • H2406, PBP 801-899 • H2228, PBP 801-899 • H0710, PBP 801-899 	See the member ID card

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a Medicare-approved Part D sponsor. Enrollment in these plans depends on the plan's contract approval with Medicare.

